COMPAQ

Getting Started

Compaq Presario
6000 and 8000 Series Computer

This guide helps you get acquainted with the features of your computer and provides solutions to problems.

Connection locations and system components may vary.

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⚠ **WARNING:** Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.

⚠ **CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

Text set off in this manner represents a note with additional information relating to a topic.

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1

Getting Information and Updates

Information about your computer is available in the printed documents that came with your computer and from the Compaq Web site. Use this guide as your first point of reference, and then refer to the following documents:

- *Quick Setup* guide
- *Warranty and Support Guide*

The Compaq Web site provides additional information about your computer:

- For general information about products and services, go to http://www.compaq.com/athome/
- For answers to computer support questions, go to http://www.compaq.com/consumersupport/

When requesting computer support, include the following information in your inquiry. Please write it down now for your future reference. (The serial number is found on a label attached to the chassis of your computer.)

Product Name: _____

Model Name: _____

Serial Number: _____

Date of Purchase: _____

Warranty and Support Guide

The *Warranty and Support Guide* describes the Compaq commitment to repair or replace parts during the computer's warranty period and lists important Compaq telephone numbers.

In the event of a mechanical problem, contact Compaq, not the retailer who sold you the computer. Keep the guide in a safe place for future reference.

2

Setting Up the Computer

Follow the steps shown in the *Quick Setup* guide to set up the computer in your work area. Then read the topics in this section describing how to turn on the computer for the first time, and finish the registration process.

After registering, install any software programs that came on CDs or DVDs included in the computer box (select models only).

Turning On the Computer for the First Time

After you've finished connecting the components of your computer by using the steps illustrated in the *Quick Setup* guide, you're ready to turn on the computer.

First, press the Power button on the monitor. Then, to turn on the computer, press the Power button on the front of the PC.

When you first turn on the computer, a series of startup screens appears. For some models, you choose your language: click an option to select your language, and then click **OK**. Confirm your selection by clicking **Yes**. Wait while the PC makes preparations. (It may take up to 15 minutes to set up the language on the PC.) To proceed with the initial Microsoft® Windows® setup, you must answer a few additional questions.

Registering with Compaq

As part of the initial setup in some countries/regions, you are prompted to register the computer with Compaq. It's important to register so that you can be notified of changes and updates to the Compaq Presario.

We recommend that you register the Compaq Presario at this time. You can register any of these ways:

- When you first start up your computer, follow the onscreen instructions and register as soon as you have a modem connection.
- Double-click the **Registration** icon on your desktop, and follow the onscreen instructions.

The registration icon appears on your desktop only if you did not register during the initial setup of your computer.

Making Recovery CDs

In the unlikely event that there is damage to the hard disk drive, or you have to replace it, you must use recovery CDs that you create to reinstall the operating system and software. Make the recovery CDs for your PC by using the Compaq Recovery CD Creator now, before a need occurs. Refer to "Using Compaq Recovery CD Creator" on page 6–7. This program assembles the necessary files and writes the information onto CDs.

To use the Compaq Recovery CD Creator program, your PC must have a CD-RW drive or other drive that can write to CDs. If necessary, purchase a Windows XP–compatible CD-RW drive from a computer or electronic store.

Working in Comfort

After assembling your computer, but before you begin using it, make sure the computer and your work area are properly set up to maintain your comfort and productivity. Refer to the *Safety and Comfort Guide* in the Help and Support Center for important ergonomic information.

To View the Safety and Comfort Guide

1. Double-click the **Help and Support Center** icon on the computer desktop.
2. Click **My Presario PC**.
3. Click **Safety and Comfort Guide**.

You can also go to:
http://www.hp.com/ergo/

3

Using the Computer

The operation of your computer is controlled by two kinds of software:

- The Microsoft Windows operating system, which governs the interaction of the computer's hardware, peripherals, and software applications
- Software applications, such as Microsoft Works, which perform specific functions

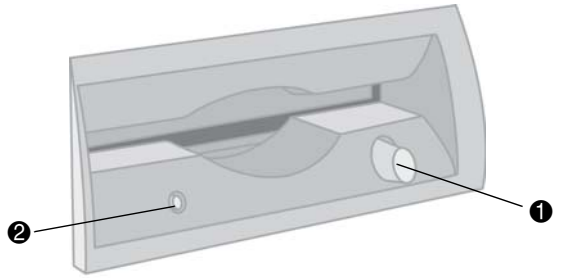
You will find information about using applications and Microsoft Windows in the printed manuals and online Help that accompany them. For Microsoft Windows, you can also press the Internet Help **?** button on your keyboard to access the built-in Help and Support Center.

This chapter provides introductory information about your computer's hardware. For additional details, see Chapter 8, "Upgrading the Computer."

Using the Diskette (Floppy) Drive

The diskette drive (also known as a floppy drive) uses a 3.5" diskette (or floppy disk) to store files. A diskette can hold up to 1.44 MB of data. Once information is copied onto a diskette, it remains until you delete or overwrite it.

- To insert a diskette, hold it with the label facing up and the arrow on the diskette pointing toward the drive; then gently push the diskette into the drive.



Inserting and Removing a Diskette

- To remove a diskette, press the Eject button ❶ on the diskette drive.

CAUTION: Wait until the diskette drive activity is complete (the activity light ❷ stops glowing) before removing a diskette. Removing a diskette when the drive is reading from or writing to the diskette can damage the diskette or the information stored on it.

Remove the diskette from the drive prior to shutting down Microsoft Windows, so that Windows runs when you restart.

Using the Hard Drive

You can store computer operating files, applications, data, Internet files, and personal files on your hard drive.

As you create and save files, download information from the Internet, install applications, or receive e-mail messages and attachments, your hard drive storage space diminishes. The amount of information you can store on your computer's hard drive depends on the size of the drive, so you may want to check the available space before installing an application or copying a large amount of data.

To Check Hard Disk Space

1. Click the **Start** button on the Windows taskbar.
2. Click **My Computer**.
3. Click the hard disk drive you are checking, usually labeled (C:).
4. Notice the amount of free space listed in the Details area, and make sure it is enough for your application or data.

Using the CD or DVD Drive

Your computer may have one or two optical drives — CD-ROM, CD-RW, DVD-ROM, and/or DVD+RW/+R drives — depending on the model you purchased. Some computers have a combination drive (known as a combo drive), which combines the functions of two drives into one. These drives feature either a DVD+RW/+R drive and a CD-RW drive, or a DVD-ROM and a CD-RW drive. Optical drives allow you to perform several different activities, such as storing information, listening to music, or viewing and creating movies.

DVD-ROM and DVD+RW/+R drives take longer to begin playback than CD drives because they must determine the type of media being played. If any of the drives fails to play a disc, check to make sure that the disc is inserted with the label facing up and properly seated in the drive.

Comparison of Drives and Actions

Allows you to	CD-ROM	CD-RW	DVD-ROM	DVD+RW/+R
Read CDs, CD-Rs, and CD-RWs	•	•	•	•
Read DVDs			•	•
Read data from CD	•	•	•	•
Listen to music	•	•	•	•
Record music onto a CD		•		•
Write data to disc for storage		•		•
View movies			•	•
Record home videos				•

Support for Disc Types

You can use several different types of optical discs with your CD or DVD drives. The type of drive in your computer and the type of disc you use determine what you can do. For example, you can listen to music, but not record it, if you use a CD-ROM disc in the CD drive. On the other hand, you can record and play back a DVD movie if you use a DVD+R or DVD+RW disc in the DVD+RW/+R drive.

A DVD+R disc is compatible with more DVD set-top players than a DVD+RW disc.

Using the Combo Drive

The combination drive is available on select models only. It combines the functions of two drives into one: either a DVD+RW/+R drive and a CD-RW drive or a DVD-ROM and a CD-RW drive.

When you insert a disc into the combo drive, the computer automatically detects the type of disc:

- If you insert a software program CD, it is available for use.
- If you insert a music CD, a window opens for the program that plays CDs. See "Listening to Music" on page 3–9.
- If you insert a DVD movie, the Video window and WinDVD control panel open. See "Playing a Movie" on page 3–10.

If you insert a blank CD-R or CD-RW disc, use RecordNow to copy audio or data files. If you insert a blank DVD, a program opens for you to use to record to the disc. See "Using the DVD Writer Drive" on page 3–13.

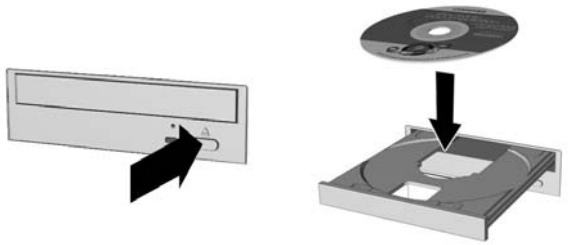
Inserting and Removing a CD or DVD Disc

To insert or remove a CD or DVD disc, follow the procedures below.

Your computer must be turned on before you can insert or remove a CD or DVD disc.

To Insert a Disc

1. Press the Load/Eject button to open the drive.



Inserting a CD or DVD disc

2. Carefully lift the disc from the disc case. Hold the disc by the edges and the center hole only, to avoid touching the surface.
3. Place the disc, label side facing up, into the round area of the tray.
4. Press the Load/Eject button to close the drive.

To Remove a Disc

- To remove the disc, press the Load/Eject button to open the drive.

Listening to Music

You can listen to music using any CD-ROM, CD-RW, DVD-ROM, DVD+RW/+R, or combo drive.

To Listen to Music

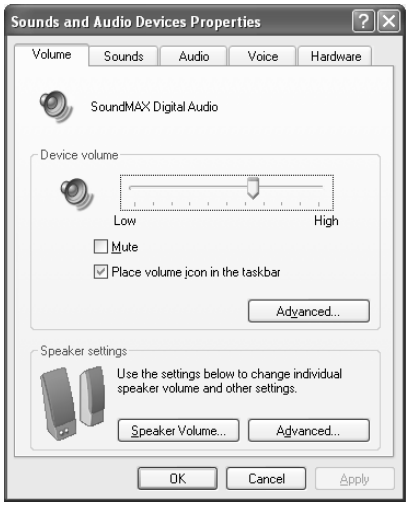
1. Insert a CD or DVD disc.
2. Wait for the disc to start playing automatically.

   If the disc does not play automatically, follow the onscreen instructions.
3. When you are finished listening, press the Load/Eject button to eject the CD or DVD from the drive.

To Adjust the Volume

1. Click the **Start** button on the Windows taskbar.
2. Click **Control Panel**.
3. Click **Sounds, Speech, and Audio Devices**.
4. Click **Adjust the System Volume**.

5. Make adjustments to the device and speaker volume levels.



6. Click **Apply**, then **OK**.

Playing a Movie

You can play a DVD movie only on a DVD-ROM or DVD+RW/+R drive.

To Play a Movie

1. Insert a DVD disc.

   For best performance, close all other programs before playing a DVD movie.

2. Wait for the DVD to start playing automatically. If it does not, follow these steps.
   a. Click the **Start** button on your Windows desktop.
   b. Click **All Programs**, **WinDVD**, then **WinDVD Player**.
   c. Click the **Play** button to start the movie.
3. Press the Load/Eject button to eject the DVD from the drive.

Creating a CD

There are several applications available for creating CDs. Compaq provides CD burning software on select models to assist you with creating CDs.

Uses of the CD-RW Drive

You can create	To
An audio CD	Create personal music CDs with your favorite music tracks and MP3/WMA files.
A data CD	Store data from files or folders on your hard disk. This feature is useful for backing up important files or for sharing data with other people.
A direct copy of files	Write files directly to a CD-R and CD-RW just like you copy files to a disk drive. You can drag and drop files from one drive to another in Windows Explorer.
A copy of a CD	Create an entire copy of a CD or a backup of data files.
Jewel Case inserts and labels	Make custom jewel case inserts and CD labels to indicate the title and contents of a CD (labels are sold separately).

You can use either CD-R or CD-RW discs to create your CDs. You can write to a CD-R disc only once; but you can write to, erase, rewrite to, and reuse a CD-RW disc.

It is recommended that you use a CD-R disc if you are going to play it in a CD player, CD-ROM, DVD-ROM, or DVD+RW/+R drive. CD-R discs are compatible with more players than are CD-RW discs.

CD-RW discs are typically used for making data backups of your personal CDs and computer hard drive.

CD-R and CD-RW Disc Comparison

Allows you to	CD-R	CD-RW
Write/Record to CD once	•	•
Write/Record to CD multiple times		•
Reuse CD		•
Erase information		•

Maintaining the CD or DVD Drive

Keep the following guidelines in mind when maintaining and cleaning your CD or DVD drive:

- Do not move the drive while it is operating.
- Avoid exposing the drive to rapid changes in temperature.
- If the drive is exposed to sudden change in temperature, wait one hour before turning off the computer.
- Avoid exposing the drive to high temperatures or humidity, direct sunlight, or mechanical vibrations.
- Clean the panel and controls with a soft, dry cloth.
- Never spray cleaning fluids into the drive.
- Unplug the computer if any liquids or objects fall into the drive.

Using the DVD Writer Drive

The DVD Writer drive is a DVD+RW/+R drive available on select models only.

The DVD Writer drive plays movie DVDs and music CDs, reads data CDs and DVDs, and records files to DVD+RW, DVD-R, CD-R, and CD-RW discs.

There are two types of DVD discs: DVD+RW/+R and DVD-R/RW. DVD-R, DVD-RW, and DVD-RAM discs do not work in the DVD+RW/+R drive.

The guide for this drive is printed and included in the computer box if your computer has a DVD Writer drive.

Using the Mouse

Your computer includes either a Scroll Mouse, an Optical Mouse, or a Wireless Optical Mouse.

Mouse Components

❶	Left mouse button	Click and quickly release to make screen selections. Double-click and quickly release to open applications and files.
❷	Scroll wheel	Spin to move backward and forward through a document without having to continuously move the mouse. Click to activate autoscroll.
❸	Right mouse button	Click and quickly release to display application menu selections.

If you wish, you can switch the functions of the left and right buttons of a mouse.

To Modify Mouse Buttons

1. Click the **Start** button from the Windows taskbar.
2. Click **Control Panel**.
3. Click **Printers and Other Hardware**.
4. Click **Mouse**.
5. Check "Switch primary and secondary buttons" on the **Buttons** tab.
6. Click **OK** to apply the changes.

Using the Scroll Mouse

The mouse directs the cursor on the Windows desktop. Use the mouse to move quickly through a document or Web site.

Moving through a document or Web site with the scroll wheel is faster than using the scroll bar. You can use the scroll wheel to:

- Scroll forward or backward through a document or Web site by turning the scroll wheel forward or backward.
- Autoscroll by pressing down on the scroll wheel until it clicks (you will see an autoscroll icon on your desktop). Move the mouse vertically, horizontally, or diagonally to scroll in the desired direction. The farther you move

the cursor from the starting point icon, the faster the scrolling occurs. To stop autoscrolling, press any mouse button.

Autoscrolling does not work with some software.

Using the Optical Mouse

The optical mouse is available with select models. It provides the same functions as the scroll mouse, but it uses an optical sensor instead of a mechanical ball to determine the position of the cursor on the screen. The surface on which you use the optical mouse plays an important role in tracking the cursor.

When using the optical mouse:

- Use a mousepad or a white sheet of paper underneath your mouse. Using it on a glass or see-through surface inhibits the ability of the sensor to track the cursor.
- Avoid using the mouse on a reflective surface such as a mirror or shiny metal disk. This may cause tracking problems.
- Some wood grains and grooved surfaces may also cause tracking problems.
- If your mouse does not function properly, see the troubleshooting section "Optical Mouse" on page 7–25.

Using the Wireless Optical Mouse

The wireless optical mouse and wireless keyboard may be available. The wireless mouse provides the same functions as the optical mouse, but uses a receiver unit to communicate with your computer instead of a connector cable.

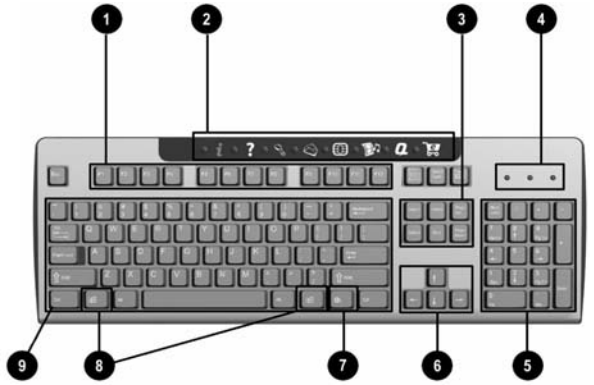
If your mouse does not function properly, see the troubleshooting section "Wireless Mouse" on page 7–26.

Using the Compaq Keyboards

The keyboard has an arrangement of standard keys and special buttons. The illustration shows the location of the keys and buttons. The number and location of keys or buttons on your keyboard may vary from the illustration.

A wireless keyboard functions the same as the other keyboard types, except it uses a receiver unit to communicate with your computer instead of a connector cable.

The layout of the keyboards is the same, except where noted.



Compaq Internet Keyboard Components

❶	Function keys	Perform special functions, depending on the software application being used.
❷	Internet buttons	Provide quick access to your favorite Web sites, services, and applications. (Internet buttons are not available on all keyboards.)
❸	Edit keys	Include the following: Insert, Home, Page Up, Delete, End, and Page Down.
❹	Status lights	Indicate a quick status of your computer and keyboard settings (Num Lock, Caps Lock, and Scroll Lock). The wireless keyboard has two additional status lights for indicating a low battery level for the keyboard and mouse.
❺	Numeric keys	Work like a calculator keypad.
❻	Arrow keys	Navigate through games or through a document or Web site. These keys allow you to move left, right, up, and down, using the keyboard instead of the mouse.
❼	Application key*	Opens pop-up menus (like the right mouse button) in a Microsoft Office application. May perform other functions in other software applications.

Compaq Internet Keyboard Components (Continued)

❽	Windows Logo keys*	Open the Start menu in Microsoft Windows. Used in combination with other keys to perform other functions.
❾	Main keys	Work like standard typewriter-style keys.

*Keys available in select geographic countries/regions.

Some keyboards may include buttons to adjust speaker volume or put the PC in standby mode.

Using the Internet Buttons

The Internet Buttons make accessing your favorite Web sites, services, and applications easier and faster.

Several Internet Buttons are programmed to default to an Internet Web site when pressed. However, until you set up your Internet Service Provider (ISP), the buttons take you to a window that guides you through the ISP setup process.

Internet Buttons

❶		Instant Internet	Provides your daily starting point to the Internet. It connects you to a customizable Web page filled with local weather, news, sports, and financial information.
❷		Help	Takes you to the Help and Support Center, which provides information about your computer and computer-related peripherals as well as access links to online technical support.
❸		Search	Accesses a Web site that helps you locate news and information on the Internet. Search for topics including news and information, shopping, graphics, music, and video.
❹		E-mail	Launches your e-mail application.
❺		Community	Launches an online community experience with chat, discussion boards, clubs, and more.

Internet Buttons (Continued)

❻		Entertainment	Connects you to the world of entertainment, featuring music downloads, streaming video, Webcasts, entertainment news, and reviews.
❼		My Presario PC	Takes you to the My Presario Web site.
❽		Retail/Affinity Central	Provides an instant connection to your computer store and a variety of leading consumer companies.

✎ Internet Button functions and icons may vary by model and by country/region.

Customizing the Internet Buttons

All Internet Buttons can be reprogrammed to open any software application or data file on your hard drive, or any Internet address.

To Reprogram the Internet Buttons

1. Click the **Start** button from the Windows taskbar.
2. Click **Control Panel**.
3. Click **Printers and Other Hardware**.
4. Double-click **Easy Access Buttons**. The Easy Access Buttons dialog box displays.
5. Click the **Help** button on the Easy Access Buttons dialog box for instructions.

Modifying Monitor Display Properties

You can modify how information displays on your computer monitor.

To Modify the Display

1. Click the **Start** button from the Windows taskbar.
2. Click **Control Panel**.
3. Click **Appearance and Themes**.
4. Click **Change the Screen Resolution**.
5. Click and drag the **Screen Resolution** slide control on the Settings tab to display less or more on your screen.

Moving the slide towards **Less** increases the size of text on your screen. Moving the slide towards **More** decreases the size of text.

6. Click **Apply**.
7. Click **OK**.

Turning Off the Computer

When you are finished working or playing on the computer, it is a good idea to shut down the computer and turn it off. You can turn off the computer without pressing any buttons on the computer chassis.

To Turn Off the Computer

1. Close any open software programs. To close programs, click the **X** in the upper-right corner of each window.
2. Click **Start** on the taskbar.
3. Click **Turn Off Computer**.
4. Click **Turn Off**.
5. Turn off the monitor.

For information on alternatives to turning off the computer, see "Saving Energy" on page 3–25.

Printing

You can print text and graphics from most applications and Internet sites if you have a printer connected to your computer and the necessary software installed for the printer.

For additional information on connecting a printer to your computer, see the setup documentation for the printer.

If you want to look at the document or graphic before you print it, you can use the Print Preview option on the File menu. This option is available in most applications.

Using the Print Menu

The Print menu is widely used in Windows applications. Although different applications may have different Print menu options, you can generally:

- Select the printer.
- Choose the page range (for example, all pages, current page, range of pages).
- Determine the number of copies.
- Select all, odd, or even pages in a range.

To Use the Print Menu

1. Click **File** on the menu bar.
2. Click **Print**.
3. Select your printing options.

Remember, the look and feel of the Print dialog box varies from application to application.

4. Click **OK**.

Saving Energy

As an alternative to shutting down the computer, you can conserve energy by putting the computer into standby and then hibernation by setting the power management timers. You can also determine when your monitor and hard drive turn off.

The Microsoft Power Management System, included on your computer, provides a set of pre-set power schemes to assist you with conserving energy. You can use the pre-set values or set your own, as described in "Automatic Standby or Hibernation Mode" on page 3–28.

Standby Mode

When the computer is in standby mode, it goes into a low-power state and the monitor is blank, as if it's turned off. The next time you use the computer, any programs, folders, and documents that were open before you put the computer into standby are available again. With standby mode, you can save electricity without having to wait for the PC to go through the normal startup routine when you turn it on.

Standby mode also allows faxes to come through to the computer, and it enables the PC to automatically retrieve e-mail messages and download information from the Internet, if you have programmed the computer to do so.

To Manually Enter Standby Mode

1. Click **Start** on the taskbar.
2. Click **Turn Off Computer**.
3. Click **Standby**.

If the computer does not work properly when you wake it from standby, reset the computer: Press and hold the Power button on the front of the PC for approximately 5 seconds until the system turns off. Then turn the computer back on.

Using the Power button to reset the system is not recommended and should be used only as a last resort.

Hibernation Mode

When the computer is in hibernation mode, it saves everything that is in computer memory to the hard disk, turns off the monitor and the hard disk, and then turns itself off. When you turn on the computer again, everything (programs, folders, and documents) is restored to the screen.

To Manually Enter Hibernation Mode

1. Click **Start** on the taskbar.
2. Click **Turn Off Computer**.
3. Press the Shift key on the keyboard, and click **Hibernate**.

If Hibernate is not present, you can set up your computer for hibernation; refer to "Automatic Standby or Hibernation Mode" on page 3–28.

4. When you want to use the computer again after hibernation, press the Power button on the front of the PC.

If the computer does not work properly when you wake it from hibernation, restart the computer:

1. Click **Start** on the taskbar.
2. Click **Turn Off Computer**.
3. Click **Restart**.

Automatic Standby or Hibernation Mode

To automatically put the computer into standby or hibernation mode, modify the power management settings.

To Modify the Power Management Settings

1. Click **Start** on the taskbar.
2. Click **Control Panel**.
3. Click **Performance and Maintenance**.
4. Click **Power Options**.
5. Click the **Hibernate** tab to see if the auto-hibernation feature is enabled. A check mark should appear in the Enable hibernation check box. If necessary, click the check box so that a check appears in it and then click **Apply**.

6. Click the **Power Schemes** tab to set the timers for standby and/or hibernation. In the Power Schemes box, select a power scheme from the drop-down list. Choose the timers:
   - ❏ To turn on auto-standby for computer, click a time (such as **After 20 mins**) in the System standby list.
   - ❏ To set the timer for auto-hibernation, click the time to elapse before hibernation (such as **After 1 hour**) in the System hibernates list.

If both standby and hibernation timers are set, the system hibernation timer must be set for a longer time than the system standby timer.

7. Click **OK**.

4

Using the Internet

The Internet is a global, interlinked network of computers that allows you to connect your computer with others throughout the world. You can send and receive e-mail, find information on the World Wide Web, and access many other services.

The Basics

Before you begin surfing the Internet, ensure that your computer modem phone line or broadband cable is connected, as shown in the *Quick Setup* guide included with your computer.

Next, establish an Internet Service Provider (ISP) account. On certain models, Compaq provides a selection of ISPs for you to choose from; check your Windows desktop.

What Is the Internet?

The Internet is a shared network of computers that transmit data and make the electronic exchange of information possible. Documents are stored on servers (specialized computers) on the Internet.

Many of these documents are Web pages, part of the interlinked World Wide Web. They use Hypertext Transfer protocol (HTTP) to deliver information in a format readable by your Web browser. Millions of documents, pictures, software files, and entertainment files are available on the World Wide Web.

What Is a Hyperlink?

Imagine you're reading a newspaper. On page 1, you may read something like "For more details, see page 3, column 2."

A hyperlink on a Web page works the same way, except that the jump to related information occurs electronically, with a single click of the mouse to launch the hyperlink. You can move instantly from page to page, Web site to Web site. Linking files together is what gives the Web its name, weaving and connecting idea to idea, all over the world.

Web Browsers

A Web browser like Microsoft Internet Explorer lets you view and explore information on the Web.

Common features of a Web browser include:

- Home page — your starting point for exploring the Web
- Search engine — an application that searches for Web information you request
- Bookmarks/Favorites — a list of Internet addresses you often visit
- History list — a list of Web sites you have visited recently

E-mail

E-mail (electronic mail) allows you to send letters, pictures, postcards, even music and video clips, to anyone instantaneously.

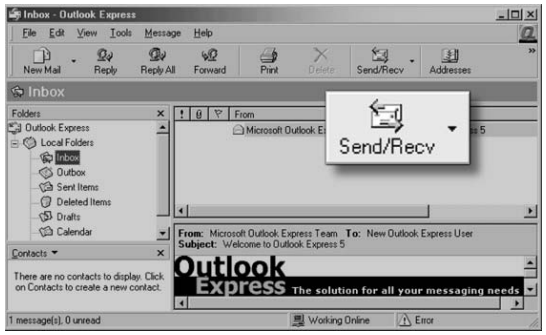
Outlook Express is the e-mail program that comes with your computer. You can use other e-mail programs, like AOL and Yahoo! Mail, if you wish.

To Set Up Microsoft Outlook Express E-mail

1. Press the E-mail ✉ button on the keyboard.

If the Internet Connection Wizard starts, Outlook Express is not yet configured, and you must go through the configuration process. Contact your Internet Service Provider (ISP) for the proper configuration settings.

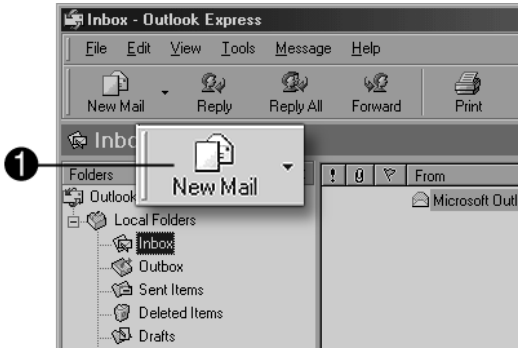
2. Click the **Send and Receive** button on the toolbar. A dialog box requesting your password is displayed.



3. If you are prompted for a password, type it in.
4. Click **Remember Password**.
5. Click **OK**. You are now set up and ready to use e-mail.

To Send an E-mail

1. Press the E-mail ✉ button on the keyboard.



2. Click the **New Mail Message** icon ❶.
3. Type the recipient's e-mail address in the **To** box ❷.

4. Type the subject of your message in the Subject box ❸.

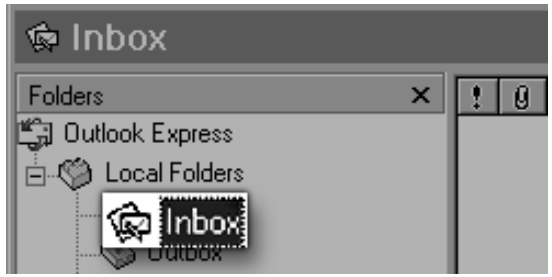
5. Type your message in the message window ❹.
6. Click **Send** ❺.

E-mail addresses contain no spaces and have a period after the server name. Dashes and underscores may be used. Capital letters may be required. Confirm e-mail addresses with recipients prior to sending.

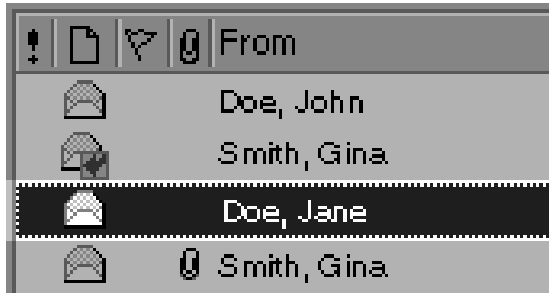
To Read Your E-mail Messages

Your ISP receives e-mail messages for you automatically, even when your computer is shut down. The ISP then stores your messages until you connect to the Internet and then open your e-mail program and read them.

1. Press the E-mail ✉ button on the keyboard.



2. Click **Inbox**. New messages appear in bold type.
3. Double-click the message to display the message text.
4. Click the **Close** ☒ button in the upper-right corner of the window to close the e-mail, or press the Delete key on the keyboard to delete the message.



Content Advisor

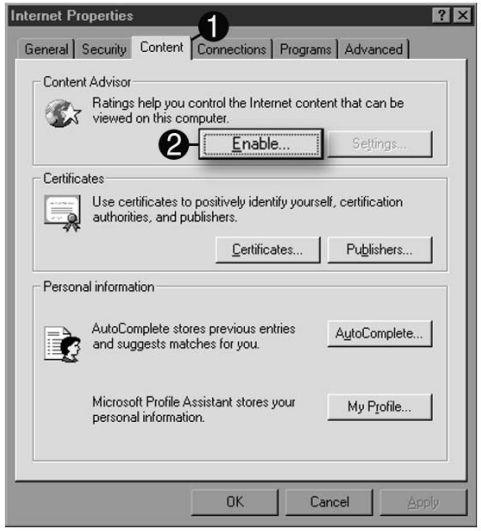
The Internet provides you with access to a wide variety of information, but some information may not be suitable for every viewer.

With Content Advisor, you can:

- Control Internet access
- Set up a password
- Set up a list of Web sites that people who use your computer cannot view
- Adjust the type of content people can view with or without your permission

To Restrict Internet Content

1. On the Windows desktop, click **Start**, and then click **Control Panel**.



2. In the Control Panel, click **Network and Internet Connections**, and then click **Internet Options**.
3. Click the **Content** tab ❶.
4. In the Content Advisor area, click **Enable** ❷.
5. Click **Settings**, and then type your password in the Password box.
6. Click a category in the list, and then drag the slider to set the limits you want to use.
7. Repeat this process for each category you want to limit, and then click **OK**.

5

Maintaining the Computer

Routine and preventive maintenance for the computer is important. A few basic procedures help keep the computer in good operating condition.

Routine Maintenance Guidelines

Keep the following care guidelines in mind when you are setting up or using your computer:

- Operate the computer on a level surface.
- Make sure you have at least 3 inches (8 cm) of space between the back of the unit and any cabinet or wall.

- Make sure you have at least 3 inches (8 cm) of space between the top of the monitor and any cabinet.
- Never block vents or air intake areas for the computer or monitor.
- Never operate the computer with the cover or side panel removed.
- Keep the computer away from excessive heat, cold, moisture, and direct sunlight.
- Keep liquids away from the computer and keyboard.
- Turn off the computer before you:
  - ❑ Wipe the exterior with soft, damp cloth
  - ❑ Clean the air vents

Preventive Maintenance

Preventive maintenance is essential for keeping your computer in good working condition. A few basic tasks include:

- Creating backup files
- Deleting unwanted files
- Defragmenting your hard drive
- Running virus scan software

It is recommended that you back up files and defragment your hard drive at least monthly. If you use your computer a great deal, you may want to perform these tasks more frequently.

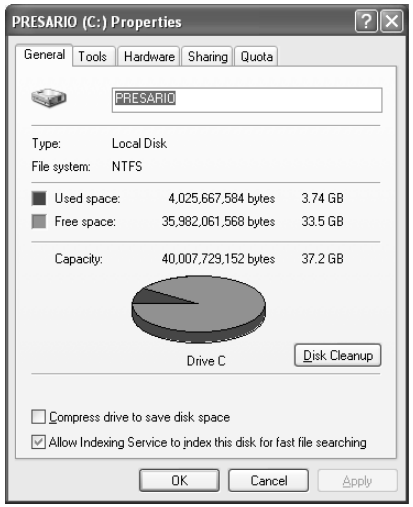
Cleaning Up the Hard Drive

As you use your computer and store files, the hard drive begins to fill up and get cluttered, which ultimately affects performance. To prevent this, you can delete files that you are not using.

CAUTION: You should not delete any unfamiliar files. If in doubt, do not delete.

To Clean Up the Hard Drive

1. Close all open programs.
2. Click the **Start** button from the Windows taskbar.
3. Click **My Computer**.
4. Right-click the hard disk drive you want to clean up.
5. Click **Properties** on the pop-up menu.
6. On the General tab, click **Disk Cleanup**.



7. Click the types of files you want to delete.
8. Click **OK**.

Emptying the Recycle Bin

After you delete files from the hard drive, they are sent to the recycle bin. You can retrieve files that are sent to the recycle bin as long as you have not emptied it.

Once you empty the recycle bin, your files are permanently deleted.

To Empty the Recycle Bin

1. Double-click the **Recycle Bin** icon on your Windows desktop.
2. On the File menu, click **Empty Recycle Bin** to delete all files.
3. Click **Yes** to confirm the deletion.

Scanning the Hard Drive

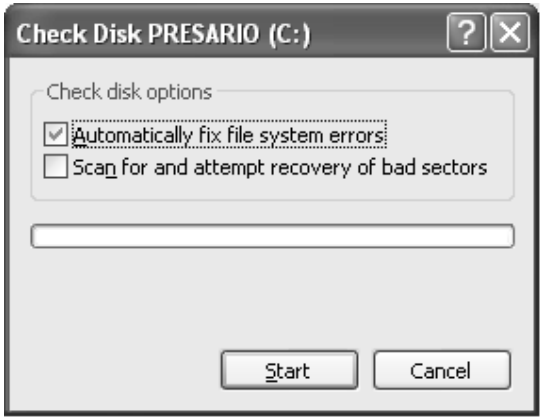
You can scan the hard drive to search for and repair errors.

Your computer may not have the ScanDisk application installed.

To Scan the Hard Drive

1. Close all open programs.
2. Click the **Start** button on the Windows taskbar.
3. Click **My Computer**.
4. Right-click the hard disk drive you want to check.
5. Click **Properties**.

6. On the Tools tab, click the **Check Now** button.
7. Select the disk check options you want to use.



8. Click **Start** to begin scanning.

Defragmenting the Drive

You can improve the efficiency of the computer by defragmenting it regularly. Defragmenting moves the files closer together so that the hard drive space is used more effectively.

Your computer may not have defragmenting software installed or may use another type of defragmenter.

To Defragment the Hard Drive

1. Close all open programs.
2. Click the **Start** button on the Windows taskbar.
3. Click **My Computer**.
4. Right-click the hard disk drive you want to check.

5. Click **Properties**.
6. On the Tools tab, click the **Defragment Now** button.
7. Select the disk you want to defragment.
8. Click **Defragment** to begin.

Virus Protection

A computer virus can destroy information on the hard drive. You can get a virus from infected files accessed from:

- An e-mail message or attachment
- Downloading files from the Internet
- A diskette (floppy disk)
- A CD or DVD disc

Some viruses affect your computer immediately, while others may activate only if you open a certain file or do not delete them before a certain date.

Norton AntiVirus is installed on your computer with pre-set options that make your computer safe. Your computer is scanned for viruses after you enable the Norton AntiVirus application.

You should take the following precautions to protect your computer:

- Do not open unsolicited e-mail from unknown sources.
- Download files only from sources you feel are safe.
- Always scan documents for viruses before opening.
- Make sure you have the latest version of Norton AntiVirus.

6

Using Application Recovery and System Recovery

If you have trouble running programs or accessing data, some files on your hard drive may have been corrupted. If so, you may be able to solve the problem with one of the following programs:

- Microsoft System Restore, a component of the Windows XP operating system
- Compaq System Recovery or Compaq Application Recovery

⚠ **WARNING:** Compaq System Recovery may require the use of recovery CDs. Recovery CDs contain a complete image of the original Presario PC hard drive contents. Your PC does not include recovery CDs. To make your own recovery CDs, see "Using Compaq Recovery CD Creator" on page 6–7.

Before using the Compaq Presario System Recovery or Application Recovery programs, try using the System Restore.

System Restore

If software on your hard drive accidentally gets erased or damaged, try the Microsoft *System Restore* feature in Windows XP to restore the computer system and program settings.

System Restore returns the computer settings to a selected restore point without affecting user programs or document files. Because it causes fewer changes to your system than Compaq System Recovery, try Microsoft System Restore first, if the computer allows you to access the program.

To Use System Restore

1. Close all open programs.
2. Click the **Start** button on the Windows taskbar.
3. Click **All Programs**.
4. Click **Accessories**.
5. Click **System Tools**.
6. Click **System Restore**.
7. Follow the onscreen instructions.

WARNING: Try System Restore before using the Compaq System Recovery program.

Application Recovery

If an individual application or driver accidentally gets erased or damaged, you can reinstall the software using the Compaq Presario Application Recovery program.

Not all models include the Application Recovery program. Perform steps 1 through 5 of "To Start Application Recovery" on page 6–3.

Do not use Application Recovery to reinstall software programs that came on CDs or DVDs included in the computer box. Reinstall these programs directly from the CDs or DVDs.

To Start Application Recovery

1. Close all applications and folders.
2. Click **Start** on the taskbar.
3. Choose **All Programs**.
4. Choose **Compaq**.
5. Click **Compaq Application Recovery**. The recovery box appears.
6. Click **Application Installation** or **Driver Installation**, and then click **Next**.
7. Select the driver or application program to install, and then click **Install**.
8. Follow the onscreen instructions.
9. Repeat steps 7 and 8 to install other drivers or applications.

10. When you have finished recovering applications or drivers, close the Application Recovery program.
11. Click **Start** on the taskbar.
12. Click **Turn Off Computer**, and then click **Restart** to restart the PC.

CAUTION: Do not skip this last step! You must restart the computer when you finish recovering applications or drivers.

System Recovery

When other methods of repairing your system software (such as System Restore or Application Recovery) fail, you may want to use the Compaq Presario System Recovery program as a last resort to reinstall the software.

When needed, you can reinstall the operating system and the application software that was originally installed on your computer at the factory by using the System Recovery program.

CAUTION: The Compaq Presario System Recovery program deletes any data or programs that you installed or created after purchase. Be sure to back up any data you want to save onto a removable disc.

The System Recovery program uses a special recovery partition on the hard disk to store an image of the original software.

The system recovery image is in a partition area of the hard drive; this disk space is not available for your use.

In the unlikely event that you replace the hard drive or somehow damage the data in the special recovery partition on the hard drive, you must use recovery CDs to reinstall the operating system and software to the hard disk drive. See "System Recovery Using Recovery CDs" on page 6–9.

Make your own recovery CDs before you need them; see "Using Compaq Recovery CD Creator" on page 6–7. If you do not have recovery CDs when you need them, you must contact Compaq Support for help.

To contact Compaq Support, see the *Warranty and Support Guide,* included in the computer documentation, for the Compaq Customer Care telephone number.

To Start System Recovery If the Computer Is Responding

1. Click **Start** on the taskbar.
2. Click **Turn Off Computer**, and then click **Turn Off**.
3. Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse.
4. Press the Power button to turn on the computer.
5. Click **Start** on the taskbar.
6. Choose **All Programs**.
7. Choose **Compaq**.

8. Click **Compaq PC System Recovery**.
9. Wait until the System Recovery box appears asking *Do you really want to start Compaq PC System Recovery?*
10. Click **Yes** to continue with the recovery process.
11. Follow the onscreen instructions. Insert recovery CD #1, if directed.
12. Complete the computer startup, and finish the registration process. Then reconnect all peripheral devices.

To Start System Recovery If the Computer Is Not Responding

1. If the computer is not responding, press and hold the Power button until the computer turns off.
2. Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse.
3. Press the Power button to turn on the computer.
4. During the startup, when the black screen with the Compaq logo appears, press the F10 key on the keyboard. (You have only a few seconds to press the F10 key before the normal startup process continues.)
5. Follow the onscreen instructions. Insert recovery CD #1, if directed.
6. Complete the computer startup, and finish the registration process. Then reconnect all peripheral devices.

Using Compaq Recovery CD Creator

Before you experience any problem, it is a good idea to make recovery CDs for your PC by using the Compaq Recovery CD Creator.

A recovery CD set is a complete image of the original Compaq Presario home PC hard disk drive contents and is matched to your PC model. The CD set contains the operating system, drivers, and application software that was originally factory-installed on your computer.

You can use this program to make only one set of recovery CDs for your PC. The recovery CDs you create can only be used on your PC.

If you do not have recovery CDs when you need them, you must contact Compaq Support for help.

To use this program, your PC must have a CD-RW drive or other drive that can write to CDs. If necessary, purchase a Windows XP–compatible CD-RW drive from a computer or electronic store.

The number of CDs in the recovery set depends on your PC model. The program tells you the number of CDs needed to make a set for your PC. The process takes some time, including up to 30 minutes per CD to verify that the information is correct.

You can quit the process at any time. The next time you run the program, it begins where it left off.

If you quit the process when it is in the middle of creating a CD (before it has been completely written and verified), when you resume the Recovery CD Creator program it starts at the beginning of recreating the incomplete CD.

To Run Compaq Recovery CD Creator

1. Close any open programs.

   To close programs, click **X** in the upper-right corner of each window.
2. Click **Start** on the taskbar.
3. Choose **All Programs**.
4. Choose **Compaq**.
5. Click **Compaq Recovery CD Creator**.

   The creator box appears.
6. Follow the onscreen instructions. Label each CD disc as they finish.
7. Store the recovery CDs in a safe place for future use.

System Recovery Using Recovery CDs

Make your own recovery CDs before you need them; see "Using Compaq Recovery CD Creator" on page 6–7. If you do not have recovery CDs when you need them, you must contact Compaq Support for help.

The recovery CDs can be used only with the specified PC model. The CDs are licensed for use only with your specific Compaq Presario home PC. The recovery CDs can install the operating system and software on your computer hard disk drive if the software becomes corrupted or is accidentally erased.

The recovery CDs provide two recovery options:

- Standard Recovery: This is a non-destructive recovery for recovering factory-shipped programs, drivers, and the operating system without affecting any data files that you may have created since purchasing your PC. Some data files may be difficult to find after the system recovery, so it is best to back up all hard disk files before performing a system recovery.

- Full System Recovery: This recovery process erases and reformats the hard disk drive, creates a new hard disk partition, erases all added hard disk data, and then reinstalls the operating system. You must reinstall any software that was not installed on the computer at the factory.

If your PC has a blank or corrupted hard disk, you are only able to choose the full system recovery option.

To Start System Recovery

1. If the computer responds, back up all data files that you want to save onto removable media, such as CD-RW or diskette. Remove the backup CD or diskette from the PC.
2. Turn off the computer:
   - ❏ If the computer responds, click **Start** on the taskbar, click **Turn Off Computer**, and then click **Turn Off**.

   Or

   - ❏ If the computer does not respond: Press and hold the Power button approximately 5 seconds until the computer turns off.
3. Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse.

4. Press the Power button on the front of the PC to turn on the computer.
5. Enter the BIOS setup program during the startup by doing the following:

   When the black screen with the Compaq logo appears, press the F1 key on the keyboard until *Entering SETUP* displays. (You have only a few seconds to press the F1 key before the normal setup process continues.) Wait until the BIOS setup program opens.
6. Press the right arrow key to select *Boot*.
7. Press the down arrow key to select *Boot Device Priority*, and then press Enter.
8. Change the first boot device to CD-ROM by using one of these methods:

   - Press the down arrow key to select the *CD-ROM* item. Press the + (plus) key to move the *CD-ROM* item up until it is the first item in the list.
   - Press the down arrow key to highlight the *First Boot Device* selection. Press the + (plus) key until *CD-ROM* is the selection.

   When installation is complete return the BIOS to the original setting.
9. Press the Eject button on the top CD-ROM drive, and wait for the tray to open. Insert Recovery CD #1 and close the tray.
10. Press the F10 key to save the changes, and exit BIOS.

11. With *Yes* selected, press Enter.

    The PC starts the recovery; wait for the onscreen instructions to display, and then follow those instructions.

    - ❏ For standard recovery, press R, and then press R again. Click **Next** to proceed with the non-destructive system recovery. Click **Yes** to start the recovery. Insert the remaining CDs when directed.

    Or

    - ❏ If your PC hard disk drive is blank or corrupted, press R to perform a full system recovery. Insert the remaining CDs when directed.

12. When the recovery program finishes, click **Restart** to restart the computer.
13. Before the computer restarts, the CD tray ejects. Remove the CD.
14. Return the BIOS to the original setting. Enter the BIOS setup program during the startup by doing the following:

    When the black screen with the Compaq logo appears, press the F1 key on the keyboard until *Entering SETUP* displays. (You have only a few seconds to press the F1 key before the normal setup process continues.) Wait until the BIOS setup program opens.

15. Press the right arrow key to select *Boot*.
16. Press the down arrow key to select *Boot Device Priority*, and then press Enter.

17. Change the first boot device using one of these methods:
    - ❏ Press the down arrow or up arrow key to select the *CD-ROM* item. Press the – (minus) key to move the *CD-ROM* item down until it is the third item in the list.
    - ❏ Press the down arrow key to highlight the *First Boot Device* selection. Press the + (plus) key until *Floppy* is the selection.
18. Press the F10 key to save the changes, and exit BIOS.
19. With Yes selected, press Enter.

    After the computer restarts, a series of startup screens appear. To proceed with the initial Microsoft Windows setup, you must answer a few questions onscreen.
20. Complete the registration process, and then reconnect all peripheral devices.
21. Reinstall any software you installed after you purchased the computer.
22. Copy data files you saved on the backup CD or diskette (floppy disk) to your hard disk.

7

Finding Help & Support

This chapter provides information for identifying and solving common problems that may occur with your computer. You can easily diagnose and solve many computer problems on your own, without contacting a Compaq Support Specialist.

If you have a computer problem or question, check the following resources for answers:

- Review this chapter.
- Press the Internet Help **?** button on your keyboard to access the built-in Help and Support Center.
- Visit the Help and Support Web site at: http://www.compaq.com/consumersupport/
- Contact a Compaq Support Specialist at the telephone number listed in the *Warranty and Support Guide*.

The Web sites listed in this chapter may be specific to certain geographic countries/regions, and they may be in English only.

Integrated Help Tool

If you don't find what you need in this chapter, press the Help **?** button on your keyboard. This accesses an integrated help and assistance tool from Microsoft and Compaq, the Help and Support Center, which provides:

- Answers to questions about your hardware or software
- Help installing new peripherals or software applications
- Resolutions to hardware or software problems
- Access to the latest drivers, updates, and downloads

Online Service and Support

Go to http://www.compaq.com/consumersupport/ for rapid access to accurate service and support solutions. Whether you are a novice or a technical expert, knowledge, information, and assistance are available when and where you need them.

- Need access to drivers and product documentation? Find original product drivers, the latest updates and software fixes, warranty information, and product documentation.
- Join the Compaq Customer Communities, where novices and technical experts collaborate to share knowledge, information, and assistance. Participate in existing product discussions, review commonly asked questions, and answer or post new questions to a community of users (not available in all countries/regions).

- Open an online service event with a Compaq Support Specialist. Do you have a product warranty issue or need to contact a technical expert? Contact Compaq online for the fastest time to a solution (not available in all countries/regions). To ensure proper handling of your service event, please include your:
  - ❏ Product model number
  - ❏ Product serial number (found on a label attached to the chassis)
  - ❏ Date of purchase
  - ❏ Detailed description of your issue or question

Preparing to Ship the Computer

If you have to ship the computer to Compaq for service, follow these guidelines when preparing it for shipment:

- Back up the hard drive.
- Make sure the backup media are not exposed to electrical or magnetic impulses.
- Remove any diskette, CD, or DVD from the drive, and store it separately.
- Insert a blank diskette (floppy) into the disk drive.
- Turn off the computer and external devices. The hard drive automatically locks when the computer is turned off.

- Disconnect all power cords from the electrical outlet and then from the computer and external devices.
- Pack the computer and external devices in their original packing boxes or in sufficient packing material to protect them.

Solving Minor Problems

Before contacting a Compaq Support Specialist, keep in mind that the information needed to correct the problem may be at your fingertips. Try pressing the Internet Help **?** button on your keyboard.

You may also find what you need in this troubleshooting section. For each situation, the *Symptom* indicates the sign or warning message for the type of problem you are having. The *Problem* identifies one or more reasons why the symptom may have occurred. The *Solution* describes what you should do to try to solve the problem.

Some of the symptoms listed for certain troubleshooting problems will not apply to your computer. For problems relating specifically to the monitor or printer, refer to the documentation that came with that equipment.

Audio

Symptom	Problem	Solution
No sound.	Volume is muted.	1. On the Windows desktop, click **Start**, and then click **Control Panel**. 2. Click **Sounds, Speech, and Audio Devices**, and then click **Sounds and Audio Devices**. 3. Click the **Mute** check box to remove the check mark from the box.
	Speakers are turned off.	If your speakers have a power button, check whether it is turned on (select models only).
	Speaker cables are not properly connected.	Turn off your computer using the normal "Turn Off Computer" procedure, and reconnect the speakers.
	Computer is in standby mode.	Press the Power button to resume from standby mode.

CD-ROM, CD-RW, DVD-ROM, or DVD+RW/+R Drive

Symptom	Problem	Solution
CD-ROM, CD-RW, DVD-ROM, or DVD+RW/+R drive cannot read a disc or takes too long to start.	CD has been inserted upside down.	Reinsert the CD with the label facing up.
	The DVD-ROM drive takes longer to start because it has to determine the type of media being played, such as audio or video.	Wait at least 30 seconds to let the DVD-ROM drive determine the type of media being played. If the disc still does not start, read the other solutions listed in this topic.
	CD or DVD disc is dirty.	Clean the CD or DVD with a CD cleaning kit, available from most computer stores.

CD-ROM, CD-RW, DVD-ROM, or DVD+RW/+R Drive *(Continued)*

Symptom	Problem	Solution
CD-ROM, CD-RW, DVD-ROM, or DVD+RW/+R drive cannot read a disc or takes too long to start. *(Continued)*	Windows does not detect CD-ROM or DVD-ROM driver.	1. On the Windows desktop, click **Start**, and then click **Control Panel**. 2. Click **Performance and Maintenance**, and then click **System**. 3. Click the **Hardware** tab, and then click **Device Manager** button. 4. Click the plus sign **+** next to the CD/DVD-ROM drives, and select the drive you are having a problem with. 5. Click **Action** menu item, and select **Uninstall**. 6. Restart your computer, and let Windows detect the CD or DVD driver.

CD-ROM, CD-RW, DVD-ROM, or DVD+RW/+R Drive *(Continued)*

Symptom	Problem	Solution
Recording audio CDs is difficult or impossible.	Wrong disc type or poor quality disc.	Verify that you are using the correct disc type (media) for the drive. Try a different brand of disc. Quality varies widely between manufacturers.

Diskette (Floppy) Drive

Symptom	Problem	Solution
Unable to read the diskette (floppy disk).	A non-formatted diskette has been inserted.	To format the diskette: 1. On the Windows desktop, click **Start** and then click **My Computer**. 2. Right-click the **3½ Floppy (A:)** icon. 3. Select **Format** from the pop-up menu. 4. Select the desired options, and click **Start** to begin formatting the diskette.
	Diskette is damaged.	Replace the diskette with a new one.
Invalid system disk message is displayed.	A diskette has been left in the drive.	When drive activity stops, remove the diskette and press the Spacebar. The computer should start up.
	Diskette error has occurred.	Restart your computer by pressing the Power button.

Diskette (Floppy) Drive *(Continued)*

Symptom	Problem	Solution
Diskette drive light stays on.	Diskette has been improperly inserted.	Remove the diskette and reinsert it: Insert the edge with the sliding cover into the drive, face up, and push the diskette in until it stops.
	Diskette drive is damaged.	Press the Help **?** button on the keyboard to access the Compaq Help & Support Center, or refer to the *Warranty and Support Guide* for details.
Diskette drive cannot save information to the diskette.	Diskette is full or the file is too big.	Use another diskette or compress the file to reduce the size.
	Diskette is write-protected.	Slide the write-protection tab to the unlocked position on the diskette.
	File Save command not properly executed.	When saving information to the diskette drive, verify that you are using the correct drive letter.
	Diskette is damaged.	Replace the diskette.

Diskette (Floppy) Drive *(Continued)*

Symptom	Problem	Solution
Diskette drive cannot save information to the diskette. *(Continued)*	Diskette is not formatted.	To format the diskette: 1. On the Windows desktop, click **Start**, and then click **My Computer**. 2. Right-click the **3½ Floppy (A:)** icon. 3. Select **Format** from the pop-up menu. 4. Select the desired options, and click **Start**.

Diskette (Floppy) Drive *(Continued)*

Symptom	Problem	Solution
Diskette drive cannot read a diskette.	Diskette is not formatted.	To format the diskette: 1. On the Windows desktop, click **Start**, and then click **My Computer**. 2. Right-click the **3½ Floppy (A:)** icon. 3. Select **Format** from the pop-up menu. 4. Select the desired options, and click **Start** to begin formatting the diskette.
	Diskette drive has failed.	Press the Help **?** button on the keyboard to access the Compaq Help & Support Center, or refer to the *Warranty and Support Guide* for details.
Drive not found.	Internal cable is loose.	Press the Help **?** button on the keyboard to access the Compaq Help & Support Center, or refer to the *Warranty and Support Guide* for details.

Display (Monitor)

Symptom	Problem	Solution
✎ If you encounter display problems, refer to the documentation that came with your monitor and to the common causes and solutions listed in this table.		
Screen is blank, and monitor power light is not lit.	Monitor power cable is not connected to the monitor or to the wall outlet.	Reconnect the power plug on the back of the monitor and on the wall outlet.
	Monitor is not turned on.	Press the Power button on the front of the monitor.

Display (Monitor) *(Continued)*

Symptom	Problem	Solution
Screen is blank.	Monitor connector cable is not properly connected to the back of the computer.	Inspect the monitor video connector for bent pins. If no pins are bent, reconnect the monitor connector cable on the back of the computer.
	Screen saver is enabled.	Press any key or move the mouse to make the screen display visible again.
	Computer is in standby mode.	Press the Power button to resume from standby mode.

Hard Drive

Symptom	Problem	Solution
Computer seems to be locked up.	Program in use has stopped responding to commands.	Use the Windows Task Manager to close any programs not responding: 1. Press the Crtl, Alt, and Del keys at the same time. 2. Click the **Task Manager** button. 3. Select the program that is not responding, and click **End Task**. *Or* Attempt the normal Windows "Turn Off Computer" procedure. If this fails, press the Power button for 4 or more seconds to turn off the power. To restart your computer, press the Power button again.
Hard drive error message is displayed.	Part of hard drive has failed or is about to fail.	Press the Help **?** button on the keyboard to access the Help and Support Center, or refer to the *Warranty and Support Guide* for details.

Hardware Installation

Symptom	Problem	Solution
A new device is not recognized as part of the system.	Device driver is not installed.	Install the device driver from the CD or diskette provided with the device, or download and install the driver from the device manufacturer's Web site. Alternatively, you may need an updated driver for Windows XP. Contact the device vendor directly for an update.
	Device is not seated or connected properly.	Ensure that the device is properly and securely connected and that the pins in the connector are not bent down.
	Cable(s) of new external device are loose or power cables are unplugged.	Ensure that all cables are properly and securely connected and that the pins in the cable or connector are not bent down.

Hardware Installation *(Continued)*

Symptom	Problem	Solution
A new device is not recognized as part of the system. *(Continued)*	Power switch of new external device is not turned on.	Turn off the computer, turn on the external device, and then turn on the computer to integrate the device with the computer system.
	When the system advised you of changes to the configuration, you did not accept them.	Restart the computer and follow the instructions for accepting the changes.
	A Plug and Play board may not automatically configure when added if the default configuration conflicts with other devices.	Deselect the automatic settings in the operating system for the board, and choose a basic configuration that doesn't cause a resource conflict. You can also use Computer Setup to reconfigure or disable devices to resolve the resource conflict.

Internet Access

Symptom	Problem	Solution
Cannot connect to the Internet.	Internet Service Provider (ISP) account is not set up properly.	Verify Internet settings, or contact your ISP for assistance.
	Modem is not set up properly.	Reconnect the modem, verifying connections: telephone line to telephone (for external phone sets) and telephone line to wall jack (from computer to wall).
	Web browser is not set up properly.	Verify that the Web browser is installed and set up to work with your ISP.

Internet Access *(Continued)*

Symptom	Problem	Solution
Cannot automatically start Internet programs.	You must log in to your ISP before some programs will start.	Log in to your ISP, and launch the desired program.

Internet Access *(Continued)*

Symptom	Problem	Solution
Internet takes too long to download Web sites.	Modem is not set up properly.	Verify that the correct modem speed and COM port are selected: 1. Click **Start**, and then click **Control Panel**. 2. Click **Printers and Other Hardware**. 3. Click **Phone and Modem Options**. 4. Select the **Modems** tab, and then click the **Properties** button. 5. Under *Device status*, verify the modem is working properly. 6. Under *Device usage*, verify the modem is enabled. 7. If there are further problems, click the **Troubleshoot** button and follow the onscreen instructions.

Keyboard and Scroll Mouse

Symptom	Problem	Solution
Keyboard commands and typing are not recognized by the computer.	Keyboard connector is not properly connected.	1. On the Windows desktop, click the **Start** button. 2. Click **Turn Off Computer**. 3. Select **Turn Off**. 4. After the shutdown is complete, reconnect the keyboard to the back of your computer and restart your computer.
	Program in use has stopped responding to commands.	Shut down your computer using the mouse. If your mouse cannot activate a shutdown, refer to the solution "Shut down your computer using the keyboard:" on page 7–23.
	Keyboard is damaged.	Refer to the *Warranty and Support Guide* for details.

Keyboard and Scroll Mouse *(Continued)*

Symptom	Problem	Solution
Cursor will not move using the arrow keys on the keypad.	The Num Lock key may be on.	Press the Num Lock key. The Num Lock light should not be on if you want to use the arrow keys.
Wireless keyboard does not work after installation or is not detected.	Keyboard batteries are low or empty.	Replace the two AA Alkaline batteries in the wireless keyboard by following the instructions provided with the keyboard.
Wireless keyboard works intermittently or not at all.	There is an ID conflict with another wireless device.	Change the ID channel by pressing the connect button on the wireless keyboard.

Keyboard and Scroll Mouse *(Continued)*

Symptom	Problem	Solution
Mouse does not respond to movement or is too slow.	Mouse connector is not properly plugged into the back of the computer.	Shut down your computer using the keyboard: 1. Press the Ctrl and Esc keys at the same time to display the Start menu. 2. Use the up or down arrow key to select **Turn Off Computer**, and then press the Enter key. 3. Use the up or down arrow key to select the **Turn Off** option, and then press the Enter key. 4. After the shutdown is complete, plug the mouse connector into the back of your computer and restart your computer.
	Program in use has stopped responding to commands.	Shut down your computer using the keyboard, as described above.

Keyboard and Scroll Mouse *(Continued)*

Symptom	Problem	Solution
Mouse moves only vertically or horizontally.	Mouse roller ball is dirty.	Remove roller ball cover from bottom of mouse and clean with mouse cleaning kit (available from most computer stores).
	Mouse needs repair.	See the *Warranty and Support Guide* for details.

Optical Mouse

Symptom	Problem	Solution
Mouse does not work after installation or is not detected.	Mouse is not connected properly.	Try unplugging and then reconnecting the mouse cable to your computer. The mouse cable goes into the computer's PS/2 port.
Mouse does not track cursor well.	The optical sensor uses the pattern of the surface to track the position of the cursor. Reflective surfaces, grooved surfaced, glass, or other see-through surfaces inhibit the ability of the sensor to track the cursor.	Place the mouse on a mousepad or white sheet of paper.

Wireless Mouse

Symptom	Problem	Solution
Mouse does not work after installation or is not detected.	Mouse batteries are low or empty.	Replace the two AA Alkaline batteries in the mouse by following the instructions provided with the mouse.
Mouse works intermittently or not at all.	There is an ID conflict with another wireless device.	Change the ID channel by pressing the connect button on the wireless mouse.
Mouse does not track cursor well.	The optical sensor uses the pattern of the surface to track the position of the cursor. Reflective surfaces, grooved surfaced, glass, or other see-through surfaces inhibit the ability of the sensor to track the cursor.	Place the mouse on a mousepad or white sheet of paper.

Memory

Symptom	Problem	Solution
Insufficient memory message is displayed.	All memory in the computer is being used by open programs, and memory is needed for a desired task.	Close all open programs, and then try desired task again. *Or* Restart your computer: 1. On the Windows desktop, click the **Start** button. 2. Click **Turn Off Computer**. 3. Select **Restart**. *Or* 1. Press the Help **?** button. 2. Select **Adjust your startup resources to improve performance** or **Improve your hard drive performance**. 3. Follow the onscreen instructions.

Power

Symptom	Problem	Solution
Computer will not turn on and/or start.	Computer is not securely connected to an external power source.	Connect to an external power source. Ensure that cables connecting the computer to the external power source are plugged in properly.
	Line voltage selection switch is not in the proper position for your country/region (115V/230V).	Set the line voltage selection switch to the correct setting for your country/region, or call Compaq Technical Support for assistance. Refer to the *Warranty and Support Guide* for details.
	Wall outlet is defective.	Test the outlet by connecting a different electrical device to the outlet.
	System files may have been damaged.	Restore the system. See "Virus Protection" on page 5–6 or refer to the *Warranty and Support Guide*.

Power *(Continued)*

Symptom	Problem	Solution
Computer will not turn on and/or start. *(Continued)*	Wrong memory modules were used in the upgrade, or memory modules were installed in the wrong location.	Reinstall the old memory to return your computer to its original state. Refer to "Upgrading or Replacing Memory" on page 8–17 for instructions.
	Hard drive is damaged.	Refer to the *Warranty and Support Guide* for details.
	Drive power, data, or power supply cables may not be properly connected.	Reseat drive power, data, and power supply cables. See Chapter 8, "Upgrading the Computer" for instructions.
Computer appears locked up and won't turn off when the power button is pressed.	Software control of the power switch is not functional.	Press and hold the Power button for at least 4 seconds until the computer turns off.

Power *(Continued)*

Symptom	Problem	Solution
Computer powered off automatically.	The unit temperature was exceeded. The fan may be blocked.	1. Unit is in an exceedingly hot environment. Let it cool down. 2. Ensure computer air vents are not blocked and internal fan is running.
	The unit temperature was exceeded because the computer was functioning with the cover or access panel removed.	Replace cover or access panel, and let the computer cool down before attempting to turn on power to the computer.
	Processor or system fan has failed.	Refer to the *Warranty and Support Guide* for details.

Miscellaneous

Symptom	Problem	Solution
Computer date and time display is incorrect.	RTC (real-time clock) battery may need to be replaced. Battery life is approximately 3–5 years.	First, reset the date and time in your operating system. If the problem persists, replace the RTC battery. Refer to the *Warranty and Support Guide* for details.
Printer problems.	Printer will not print.	If you encounter printer problems, refer to the documentation that came with your printer.

Miscellaneous *(Continued)*

Symptom	Problem	Solution
Illegal Operation has Occurred error message is displayed.	Configuration files are corrupt.	If possible, save all data, close all programs, and restart your computer. If the error message returns, press the Help **?** button on the keyboard to access the Help and Support Center and select **Undo harmful or unintended changes to your system**.
	Software being used is not Microsoft-certified for your version of Windows.	Verify that the software is certified by Microsoft for your version of Windows (see program packaging for this information).

8

Upgrading the Computer

You can replace or upgrade several components in your computer. This chapter describes procedures for accessing the internal parts of the computer and installing components.

The procedures for the 6000 and 8000 models are the same except where noted.

Preparing the Computer

Before you upgrade any component in your computer, you need to prepare the computer so that you can safely handle it and the components.

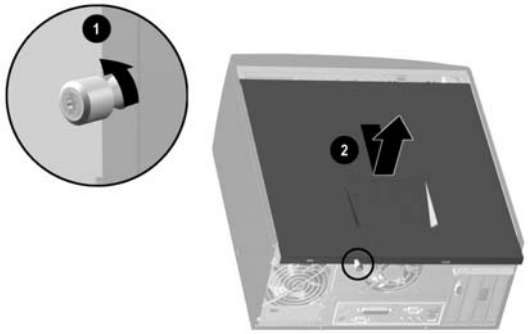
CAUTION: Static electricity can damage the electronic components of the computer or optional equipment. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object.

1. Remove any diskette or optical disc (CD or DVD) from the computer.
2. To shut down the computer, click the **Start** button, and then click **Turn Off Computer**. The Turn Off Computer dialog box displays. Click **Turn Off** to turn the computer off.
3. Disconnect the modem/phone cable, if present.
4. Disconnect the power cord from the electrical outlet ❶ and then from the computer ❷.

Disconnecting the Power Cord

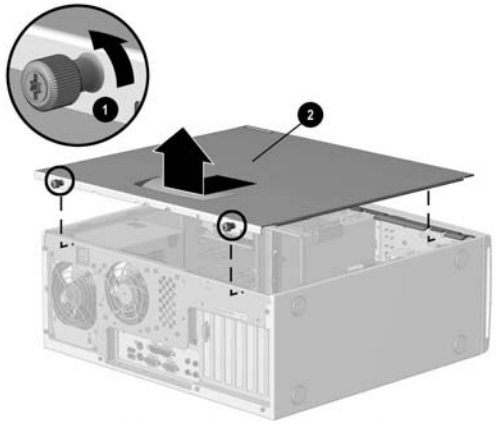
WARNING: To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet, and allow the internal system components to cool before touching.

5. Disconnect all external devices connected to the computer.
6. Lay the computer on its side with the access panel (the side with the pull grip) facing up.
7. Remove the access panel by loosening the screw(s) ❶ that secures the access panel to the computer chassis. Slide the access panel back ❷ about 1 inch (2.5 cm), and then lift it up and off the unit.



Removing the Computer Access Panel on the 6000 model

WARNING: Beware of sharp edges inside the chassis.



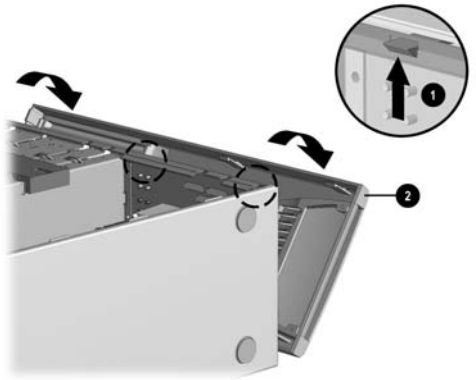
Removing the Computer Access Panel on the 8000 model

8. Remove the front bezel by following the appropriate method for your computer model.

❑ To remove the front bezel from the 6000 model, gently pry the top section ❶ of the bezel away from the chassis. On the inside of the front bezel, press the center two tabs (not the bottom tabs) to release the bezel, and then pull it from the chassis ❷.

Removing the Front Bezel from the 6000 model

❑ To remove the front bezel from the 8000 model, push up on the two release tabs ❶, and then rotate the front bezel away from the chassis to release it ❷.



Removing the Front Bezel from the 8000 model

Removing or Upgrading a Drive

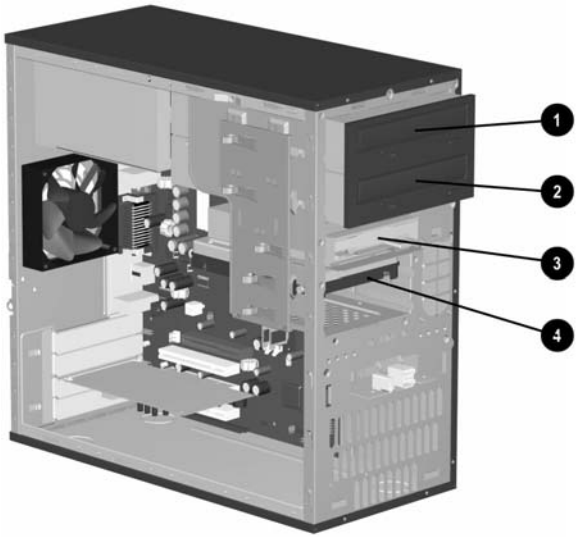
Depending on your computer configuration, you may have up to four of the following storage drives in your computer.

- CD-ROM or CD-RW drive
- DVD-ROM or DVD+RW/+R drive
- Hard drive
- Diskette drive

This section describes the procedure for replacing or upgrading your storage drives. You will need a Torx or flathead screwdriver to replace any of the drives.

CAUTION: Make sure you back up your personal files on the hard drive to an external storage device, such as a CD, before removing the hard drive. Failure to do so will result in data loss. After replacing the hard drive, you need to run System Recovery CDs to load the Compaq factory installed files. See "Virus Protection" on page 5–6 for details.

Locating Drive Positions



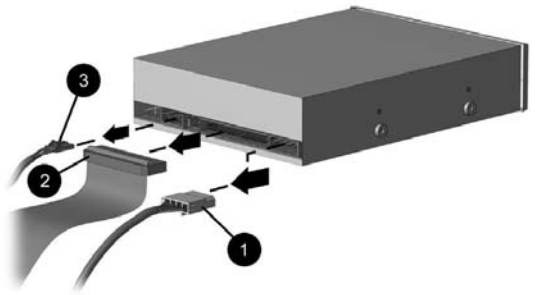
Drive Positions on the 6000/8000 (6000 shown)

❶	Optical drive (may be a CD-ROM, CD-RW, DVD-ROM, or DVD+RW/+R drive)
❷	Second optical drive (may be a DVD-ROM, DVD+RW/+R, CD-ROM, or CD-RW drive)
❸	Diskette drive
❹	Hard drive

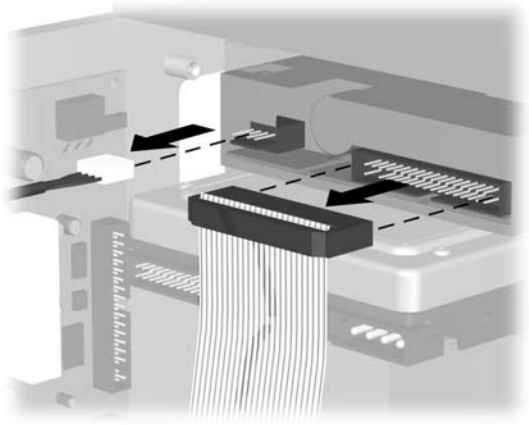
Removing a Drive

1. Locate the drive you want to remove. See "Locating Drive Positions" on page 8–7 for details.
2. Complete the procedure described in "Preparing the Computer" on page 8–2.

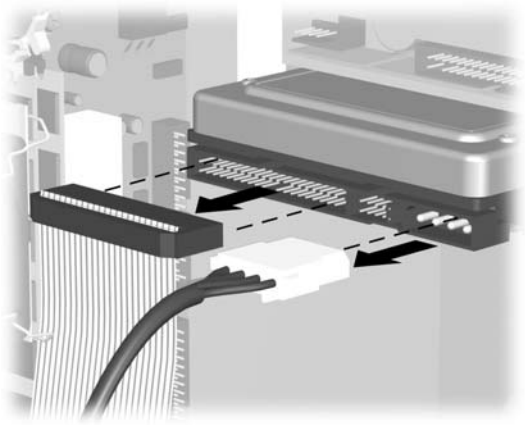
3. Disconnect the power cable ❶ and data cable ❷ from the back of the drive you want to remove, as indicated in the following illustrations. Use a gentle rocking motion. Some units may have a sound cable. If so, disconnect the sound cable ❸.



Disconnecting the Optical Drive Cables



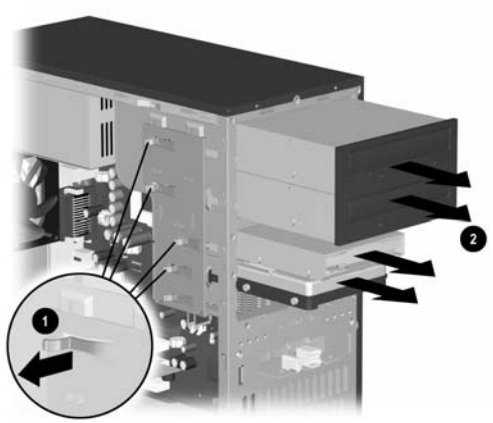
Disconnecting the Diskette (Floppy) Drive Cables



Disconnecting the Hard Drive Cables

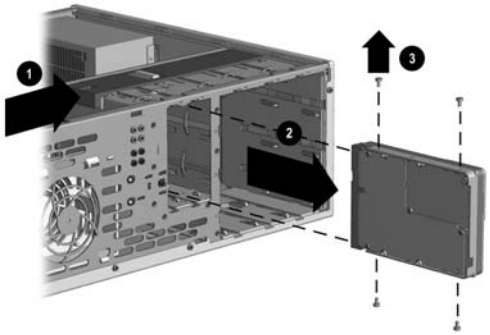
4. Release the drive from the chassis by following the method appropriate for your computer model.

   ❑ To release a drive from the chassis of the 6000 model, lift the release tab ❶ on the latch drive bracket of the drive you want to remove, and then slide the drive from its drive bay ❷. (The latch drive bracket secures the drives in their respective positions in the chassis.)



Removing a Drive from the 6000 model

❑ To release a drive from the chassis of the 8000 model, slide the drive lock mechanism ❶ to unlock the drive in the drive bay and pull the drive out of the drive bay ❷.

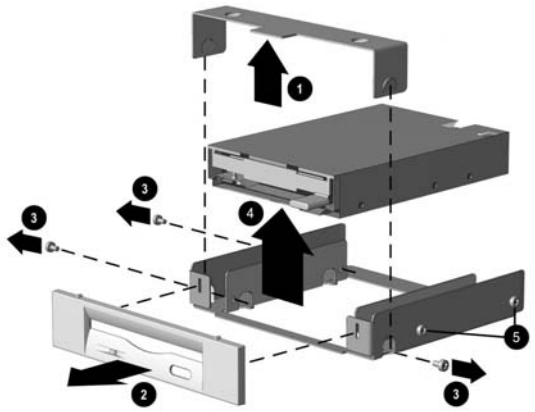


Removing a drive from the 8000 model

5. For both the 6000 and 8000 models, if you are replacing the old drive with a new drive, remove the four screws ❸ (two on each side) from the old drive. You need these screws to install the new drive.

If you have the 6000 model, you are finished with the task of removing a drive from the chassis. If you have the 8000 model and you removed either a hard drive or an optical drive, you are also finished with this task. If you have the 8000 model and you removed a diskette drive, continue to step 6.

6. For an 8000 model diskette drive, squeeze inward on both sides of the bracket brace and lift the brace up and out ❶. Remove the drive bezel ❷. Remove the two sets of screws ❸ (left and right side) that secure the drive to the drive adapter. Lift the diskette drive out of the drive adapter ❹. Ensure that the guide screws ❺ (left and right side) are left in the drive adapter.



Removing a Floppy Drive from the Drive Adapter on the 8000 model

Replacing or Adding a Drive

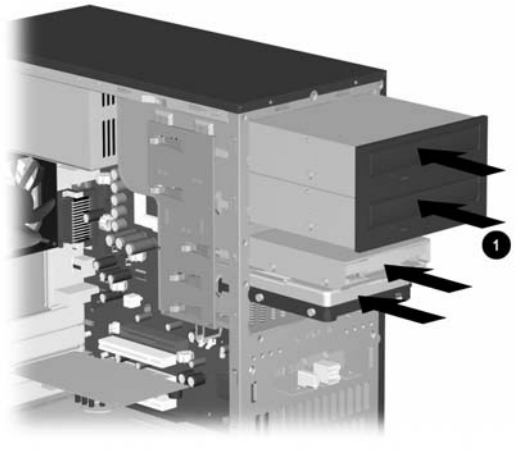
The steps to replace or add a drive are the same for both the 6000 and 8000 models, except when you are replacing a diskette drive on the 8000 model. If you are replacing a diskette drive on the 8000 model, before starting step 1 in the following instructions, you need to fit the diskette drive in a diskette drive adapter as described in "Reassembling the Diskette Adapter" on page 8–16.

If you are replacing or adding any drive other than a diskette drive on the 8000 model, begin with step 1 in the following instructions.

To Replace or Add a Drive

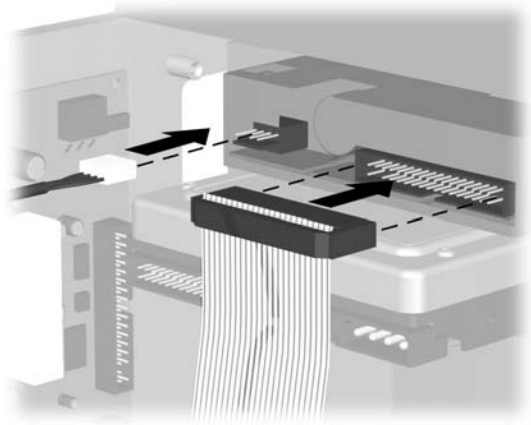
1. Install four guide screws on the sides of the drive (two on each side). The screws help guide the drive into its proper position in the bay.
   - ❏ When replacing a drive on either the 6000 and 8000 model, place the screws that you removed from the old drive in the new drive.
   - ❏ When adding a second hard drive on the 8000 model, use the four extra guide screws that are attached to the chassis under the front bezel.

2. Slide the drive into the drive bay ❶, making sure to align the guide screws with the guide slots, until it snaps into place.

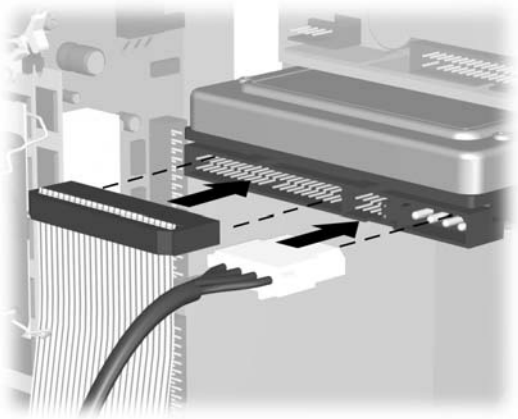


Sliding the Drive into the Drive Bay on the 6000/8000 (6000 shown)

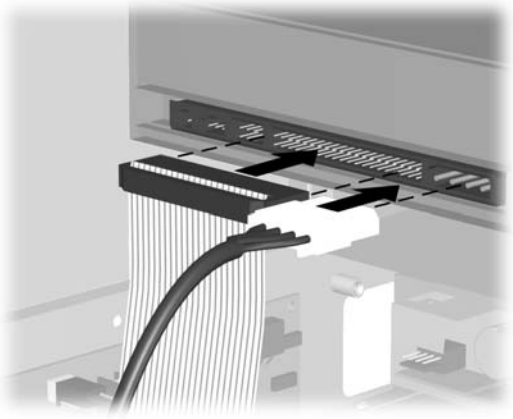
3. Reconnect the power and data cables to your drive as indicated in the following illustrations.



Reconnecting the Diskette Drive Cables



Reconnecting the Hard Drive Cables



Reconnecting the Optical Drive Cables

An optical drive for the 8000 model may include a sound cable. Connect this cable also.

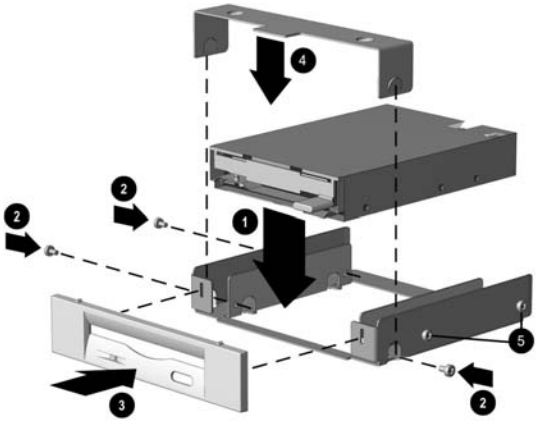
4. Complete the procedure described in "Reassembling the Computer" on page 8–27.
5. Turn on the computer.
6. If you replaced the hard drive, restore the system, software drivers, and any software applications that were pre-installed on the computer from Compaq. See "System Recovery Using Recovery CDs" on page 6–9 for details. When the recovery process is completed, reinstall the personal files that you backed up before replacing your hard drive.

Reassembling the Diskette Adapter

On the 8000 model, the diskette drive is enclosed in an adapter. (The 6000 model does not need an adapter.) To replace or add a new diskette drive to the 8000 model, you need to reassemble the adapter around the diskette drive.

1. Lower the diskette drive into the adapter ❶. Ensure that the holes are aligned, and reinstall the screws ❷ that secure the diskette drive to the adapter.
2. Snap the drive bezel into place ❸. Press inward on each side of the bracket brace ❹, and lower the bezel until it snaps into place. Ensure that the guide screws ❺ are installed in the adapter.

3. Return to "Replacing or Adding a Drive" on page 8–13, and begin with step 1.



Replacing the Diskette Drive Adapter on the 8000 model

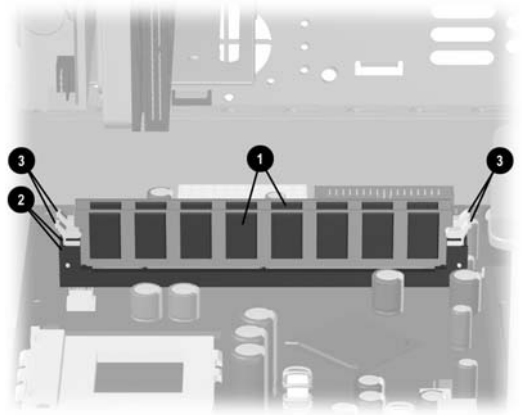
Upgrading or Replacing Memory

Your computer comes with random access memory (RAM), which temporarily stores data and instructions on your computer. You can install memory expansion modules in the memory expansion slots in the computer. The procedures for upgrading or replacing these modules are the same for the 6000 and 8000 models.

Removing a Memory Module

CAUTION: When handling a memory module, be careful not to touch any of the contacts. Doing so may damage the module.

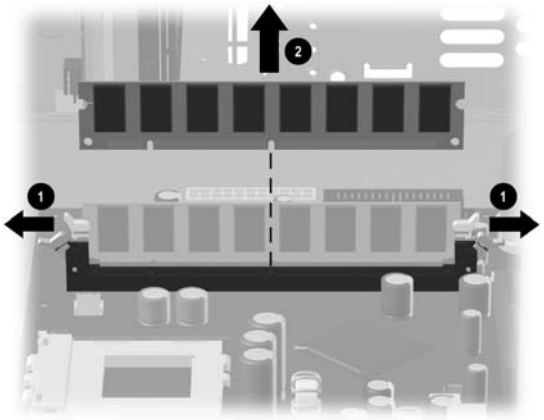
1. Complete the procedure described in "Preparing the Computer" on page 8–2, but do not remove the front bezel.
2. Locate the memory module inside your computer. See the following illustration for the location of the memory modules ❶, memory slots ❷, and release latches ❸ on the system board.



Locating the Memory Module

The location and number of memory modules may vary slightly by model.

3. Open both latches of the memory module socket ❶ found at each end of the memory module. Lift the memory module ❷ from the memory slot.



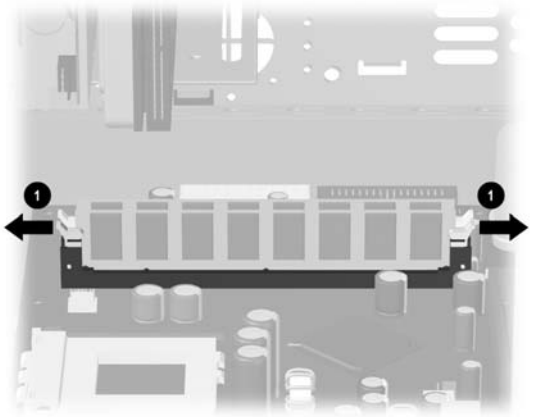
Removing a Memory Module

Replacing or Adding a Memory Module

Upgrade the memory in your computer with memory of the same type and speed as the memory originally installed in your computer. You can find out exactly what type of memory is in your computer at the http://www.compaq.com/athome/memory/ Web site (not available in all languages).

CAUTION: When handling a memory module, be careful not to touch any of the contacts. Doing so may damage the module.

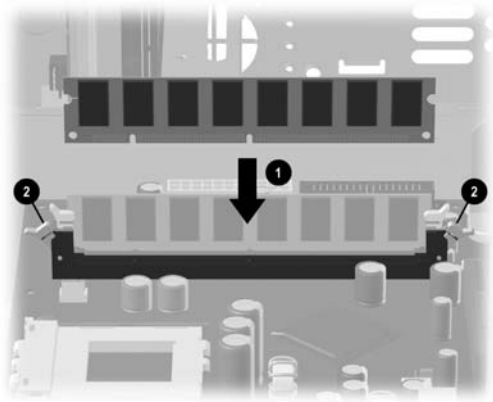
1. Open both latches of the memory module socket ❶.



Opening the Latches on the Memory Module Socket

- ❑ If you are *replacing* a memory module, put the new memory module in the same memory slot from which the old memory was removed.
- ❑ If you are *adding* a memory module, install the new module into the socket nearest the preinstalled module, and install additional modules in the next available sockets.

2. The memory module can be installed in only one way. Match the notch on the module ❶ with the tab on the memory socket. Push the module carefully and firmly into the slot ensuring that the latches ❷ on both ends snap into place.



Installing a Memory Module

3. Complete the procedure described in "Reassembling the Computer" on page 8–27 of this guide.

If a blank screen is displayed after replacing or adding a memory module, the memory is installed incorrectly or it is the wrong type of memory. Remove and reinstall the memory module.

Removing or Installing an Expansion Card

An expansion card is a circuit board that fits into a computer expansion slot. Your computer contains several expansion slots that can be used to add components to your computer. Component configurations vary by model.

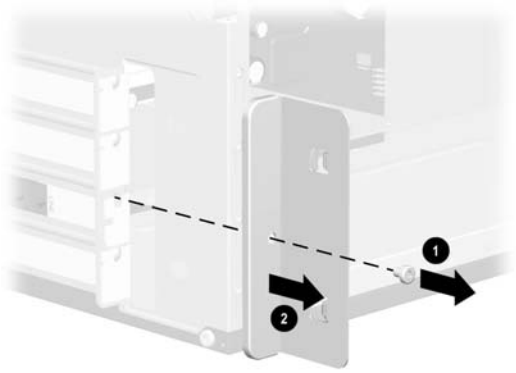
Expansion cards you can replace or add to your computer include:

- Modem
- Network Interface Card (NIC)
- Graphics Card
- Sound Card
- FireWire® Auxiliary Card

A Phillips screwdriver is needed to remove, replace, or add an expansion card.

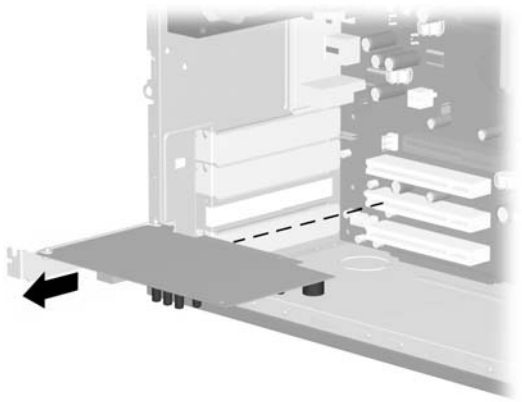
To Remove an Expansion Card

1. Complete the procedure described in "Preparing the Computer" on page 8–2, but do not remove the front bezel.
   - ❑ To remove an expansion card from the 6000 model, continue to step 2.
   - ❑ To remove an expansion card from the 8000 model, skip to step 3.
2. On the 6000 model, on the rear of the computer, an expansion bracket cover secures the expansion slots. To remove this cover, remove the screw from the bracket cover ❶, and then remove the expansion bracket cover ❷.



Removing the Screw and Expansion Bracket Cover on the 6000

3. Inside the computer on either the 6000 or 8000 model, locate the expansion slots on the system board.
   - ❑ If you have the 8000 model, continue to step 4.
   - ❑ If you have the 6000 model, skip to step 5.
4. On the 8000 model, remove the screw that secures the expansion card to the chassis.
5. Remove the expansion card from either a 6000 or 8000 model by holding the card at each end and carefully rocking it back and forth until the connectors pull free from the socket. Be sure not to scrape the card against the other components.

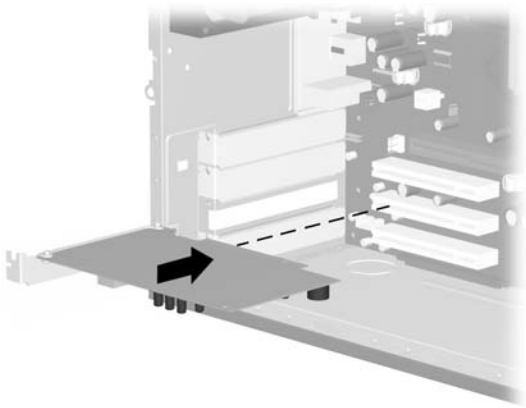


Removing an Expansion Card on the 6000/8000 (6000 shown)

6. If you are not replacing the old expansion card with a new expansion card, reinstall the expansion slot cover to close the open slot. Insert the metal slot cover into the opened slot, and screw a screw into the top of the cover to secure it in place.

To Install an Expansion Card

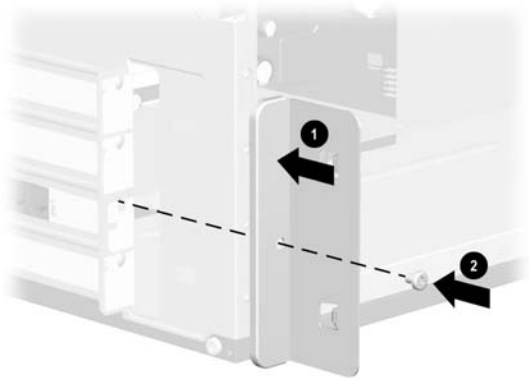
1. If you are replacing or adding a new expansion card, either the 6000 or 8000 model, align the edge of the expansion card with the slot on the chassis and gently but firmly press the card straight down into the expansion slot. The whole connector should be seated properly in the expansion slot.



Replacing or Adding an Expansion Card on the 6000/8000 (6000 shown)

- ❑ If you have an 8000 model, continue to step 2.
- ❑ If you have a 6000 model, skip to step 3.

2. For the 8000 model, secure the expansion card to the chassis with the slot cover screw.
3. For both the 6000 and 8000 models, if you have replaced an expansion card, store the old card in the anti-static packaging that contained your new card.
   - ❏ If you have a 6000 model, continue to step 4.
   - ❏ If you have an 8000 model, skip to step 5.
4. For the 6000 model, replace the expansion cover bracket ❶ and screw ❷.



Replacing the Expansion Bracket Cover on the 6000 model

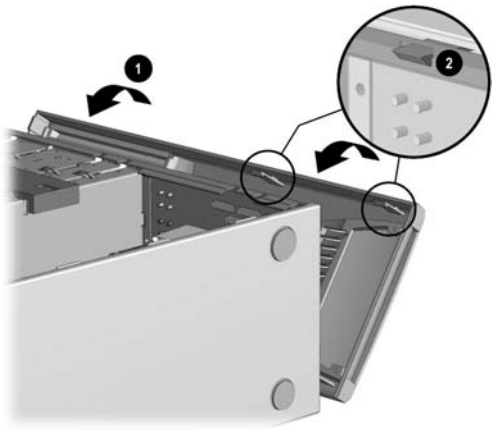
5. For both the 6000 and 8000 models, complete the procedure described in "Reassembling the Computer" on page 8–27.

Reassembling the Computer

1. Replace the front bezel by following the method appropriate for your computer model.
   - ❏ To replace the front bezel on the 6000 model, position the chassis in the upright position. At an angle, align the top of the front bezel with the top slots of the chassis ❶ so that the front bezel hooks onto the chassis, and then press the bottom end of the bezel to the chassis until it snaps into place ❷.

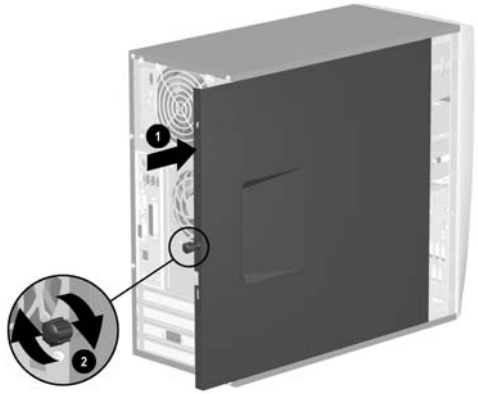
Replacing the Front Bezel on the 6000 model

❏ To replace the front bezel on the 8000 model, lay the chassis on the side with the open side up. Place the front bezel in the correct position. Ensure the slots ❷ are aligned correctly, and rotate the bezel toward the chassis ❶ until it snaps into place.

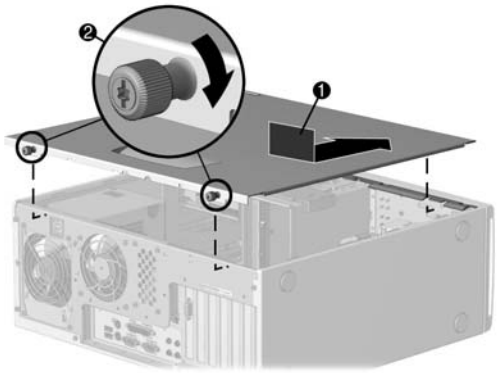


Replacing the Front Bezel on the 8000 model

2. For either the 6000 or 8000 model, place the side access panel in the proper position on the chassis and slide it into place ❶. Ensure that the hole for the thumbscrew(s) aligns with the hole in the chassis ❷, and replace the thumbscrew(s).



Replacing the Side Access Panel on the 6000 model



Replacing the Side Access Panel on the 8000 model

3. Reconnect the power cable ❶ to the computer, and plug the cable into an electrical outlet ❷.

Reconnecting the Power Cable on the 6000/8000 (6000 shown)

4. Reconnect the modem/phone cable, if present.
5. Reconnect all peripheral devices to the computer.

> ⚠ **WARNING:** To reduce the risk of electrical shock, fire, or damage to the equipment, do not plug telecommunications or telephone connectors into the network interface card (NIC) (sometimes labeled as an Ethernet connector).

6. Turn on the computer by pressing the Power button.

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